

FIG. 1a

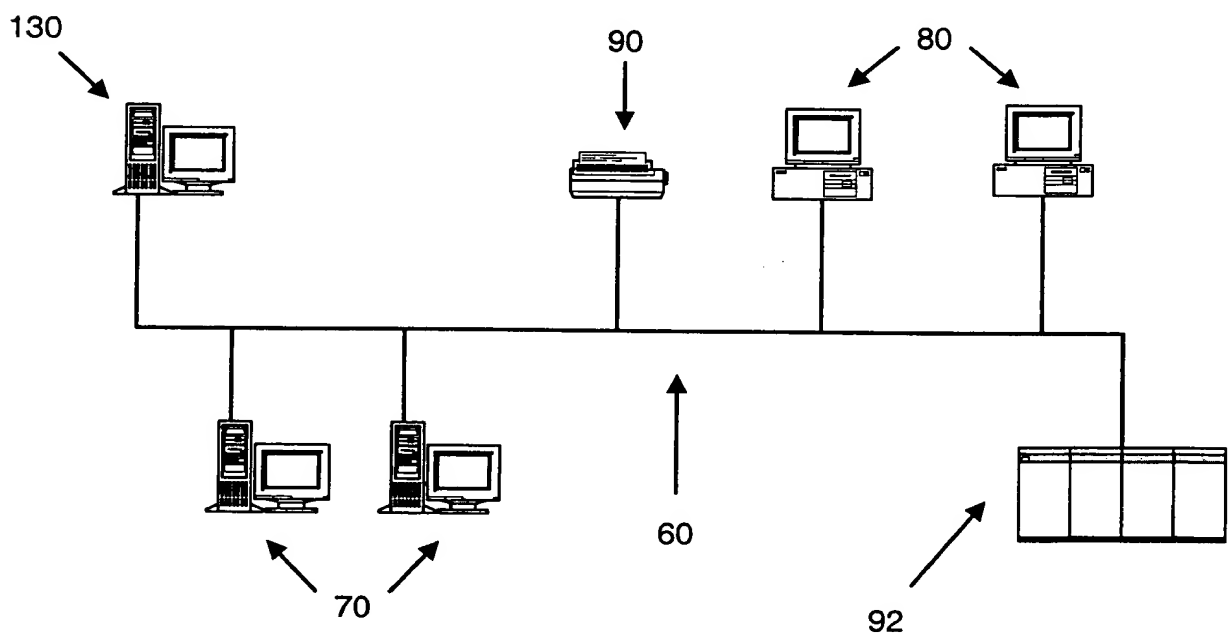


FIG. 1b

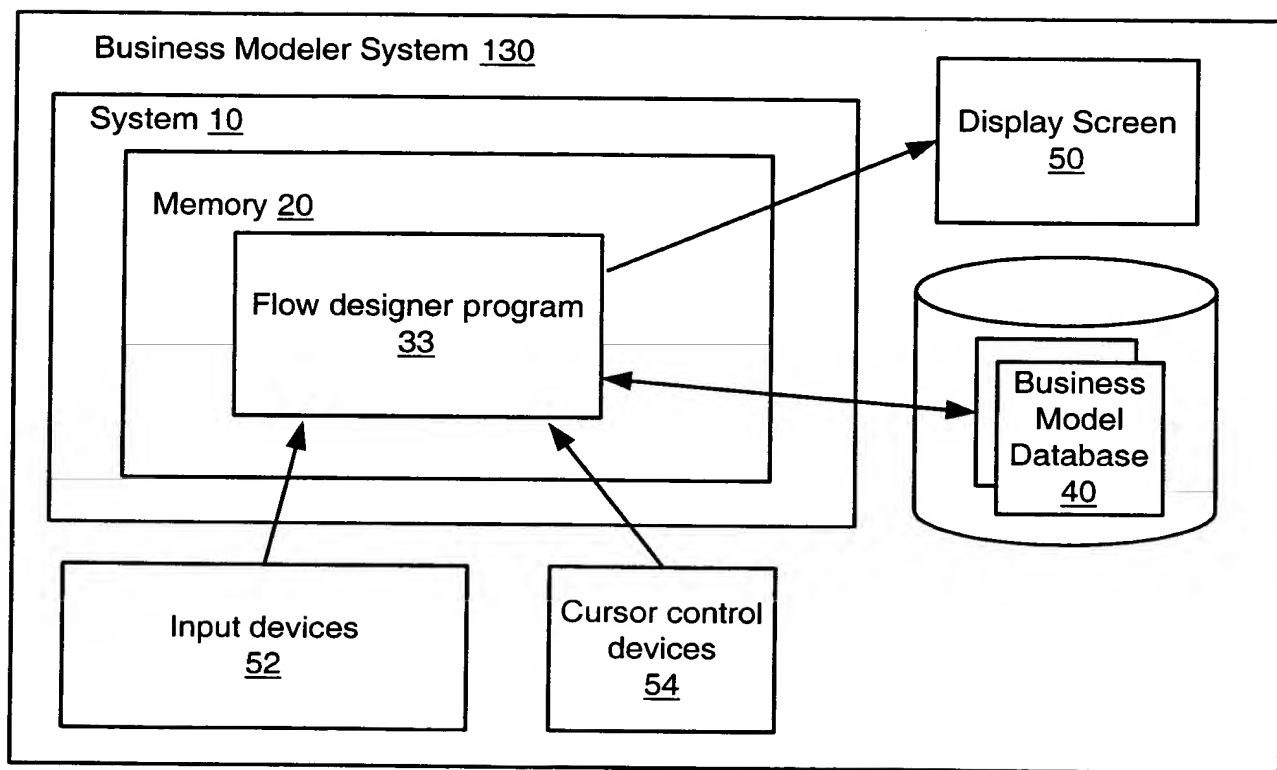


FIG. 1c

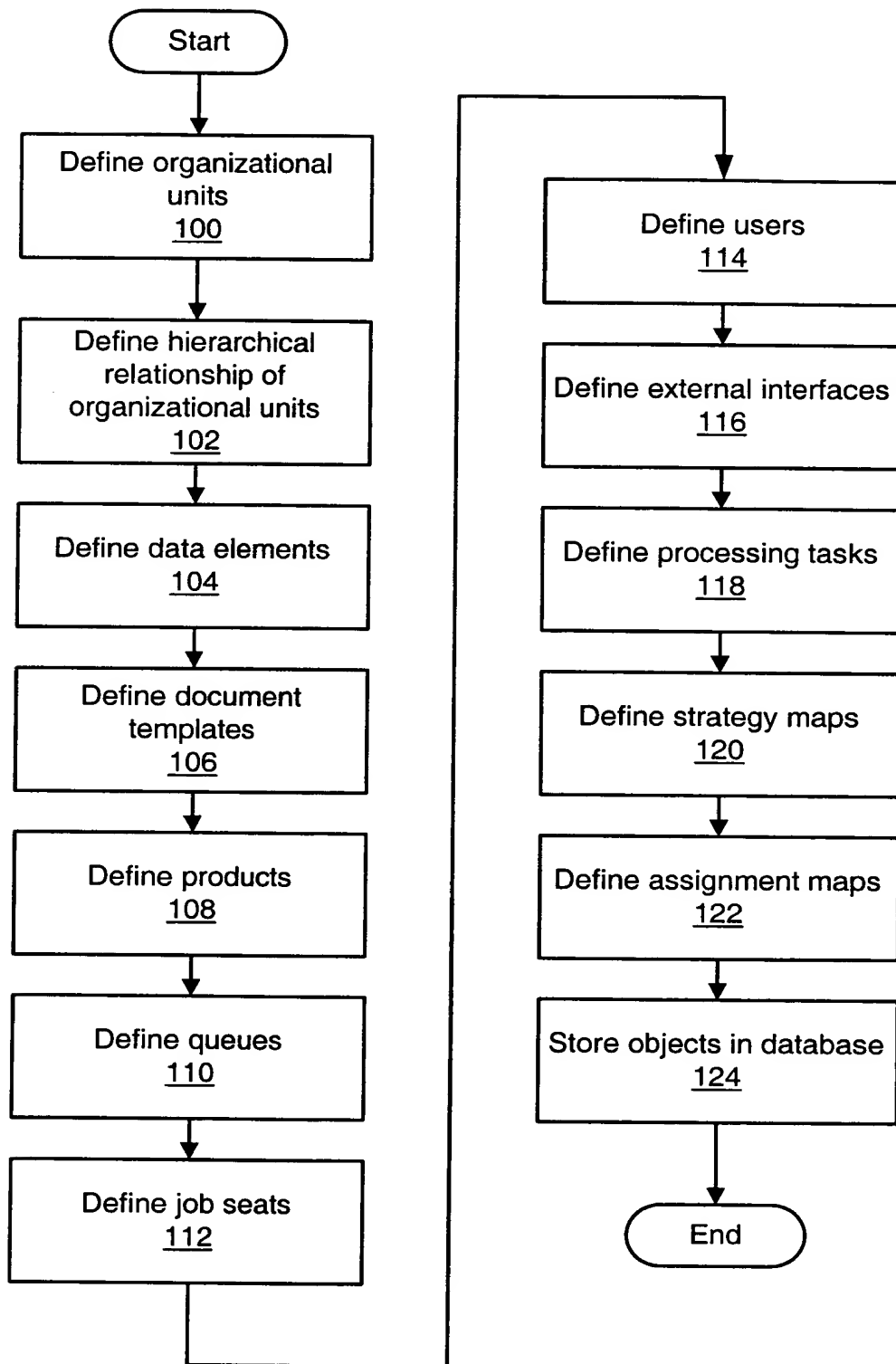


FIG. 2a

120

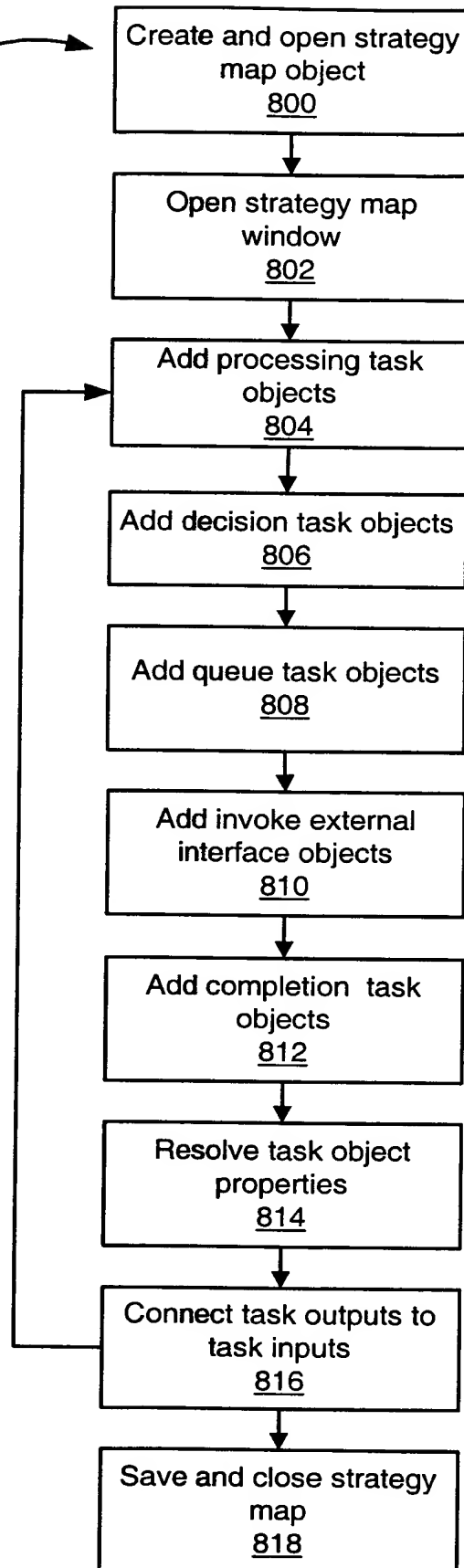


FIG. 2b

122

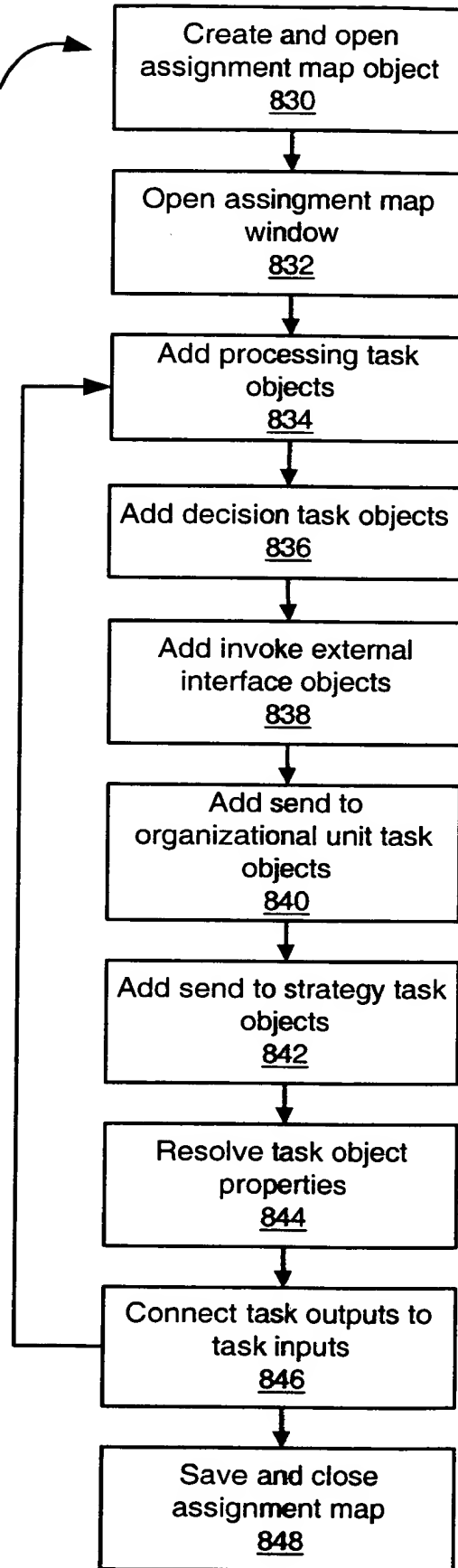


FIG. 2c

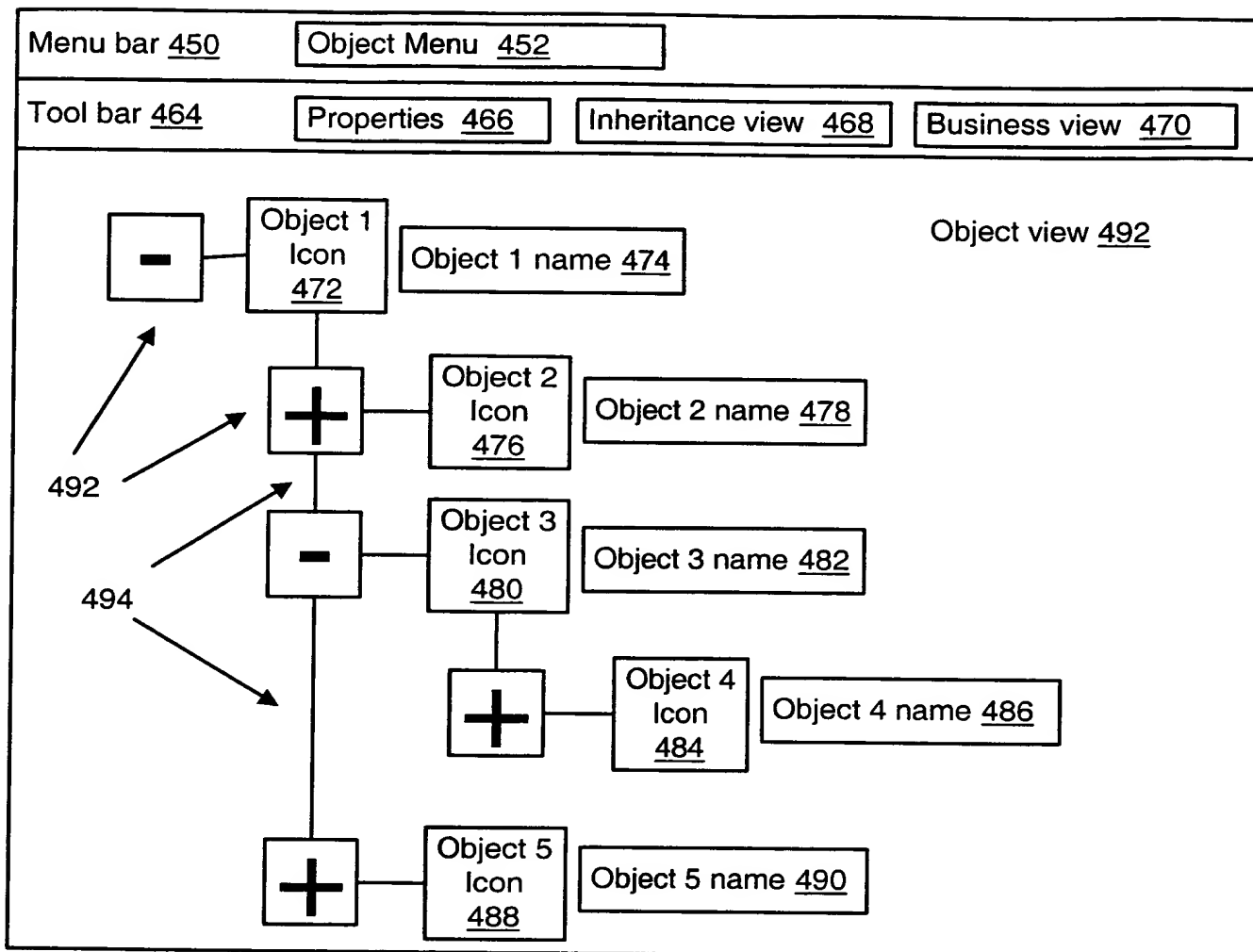


FIG. 3a

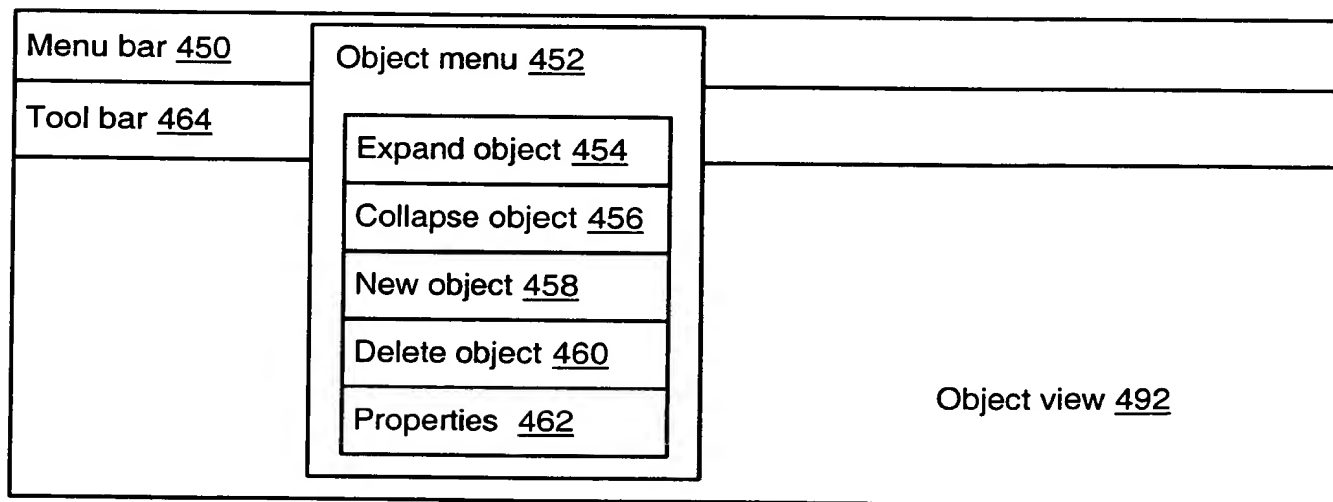


FIG. 3b

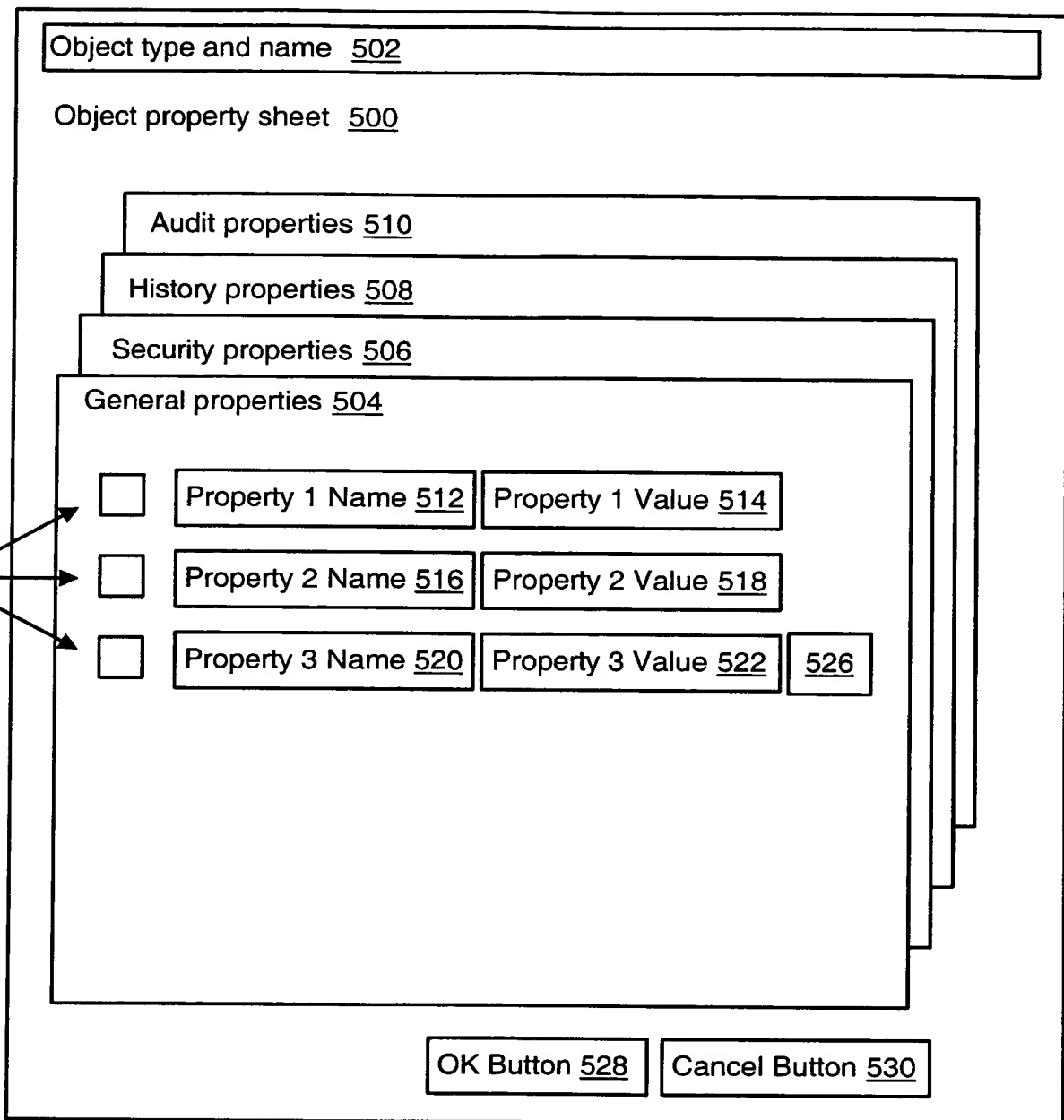


FIG. 4

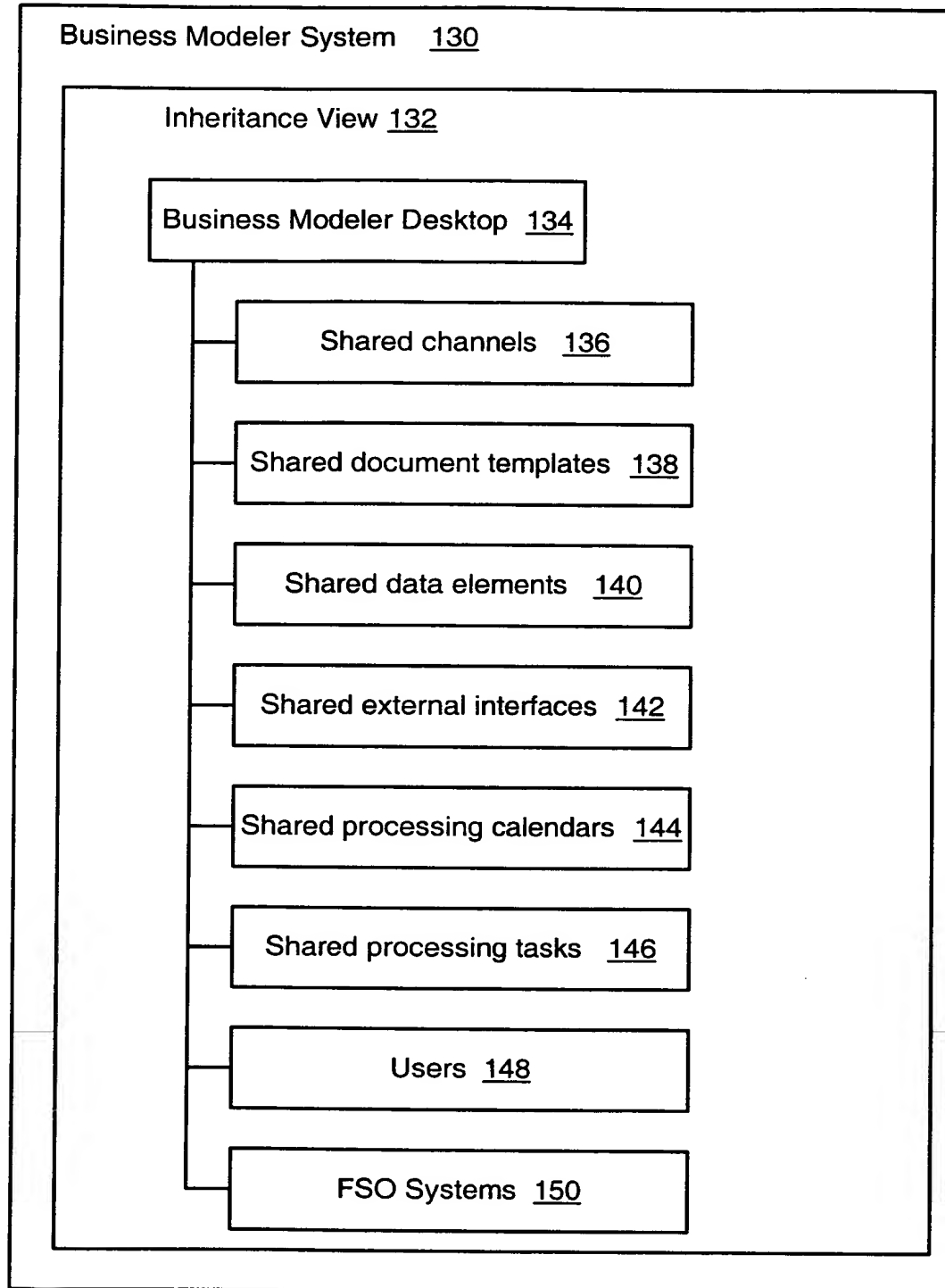


FIG. 5a



Business Modeler System 130

Inheritance View 132

Business Modeler Desktop 134

FSO Systems 150

Account acquisition 152

Organizational unit 154

Organizational unit 156

Organizational unit 158

Organizational unit 160

Organizational unit 162

Account collections 164

Organizational unit 166

Organizational unit 168

FIG. 5b

Business Modeler System 130

Inheritance View 132

Account acquisition 152

Organizational unit 154

Document templates 170

Products 172

Processing tasks 174

Master Assignment 176

Strategies 178

Queues 180

Job seats 182

Organizational unit 156

Organizational unit 160

FIG. 5c

Business Modeler System 130

Inheritance View 132

Account collections 164

Organizational unit 166

Agencies 184

Queues 186

Processing tasks 188

Master Assignment 190

Strategies 192

Job seats 194

Data elements 196

Document templates 198

FIG. 5d

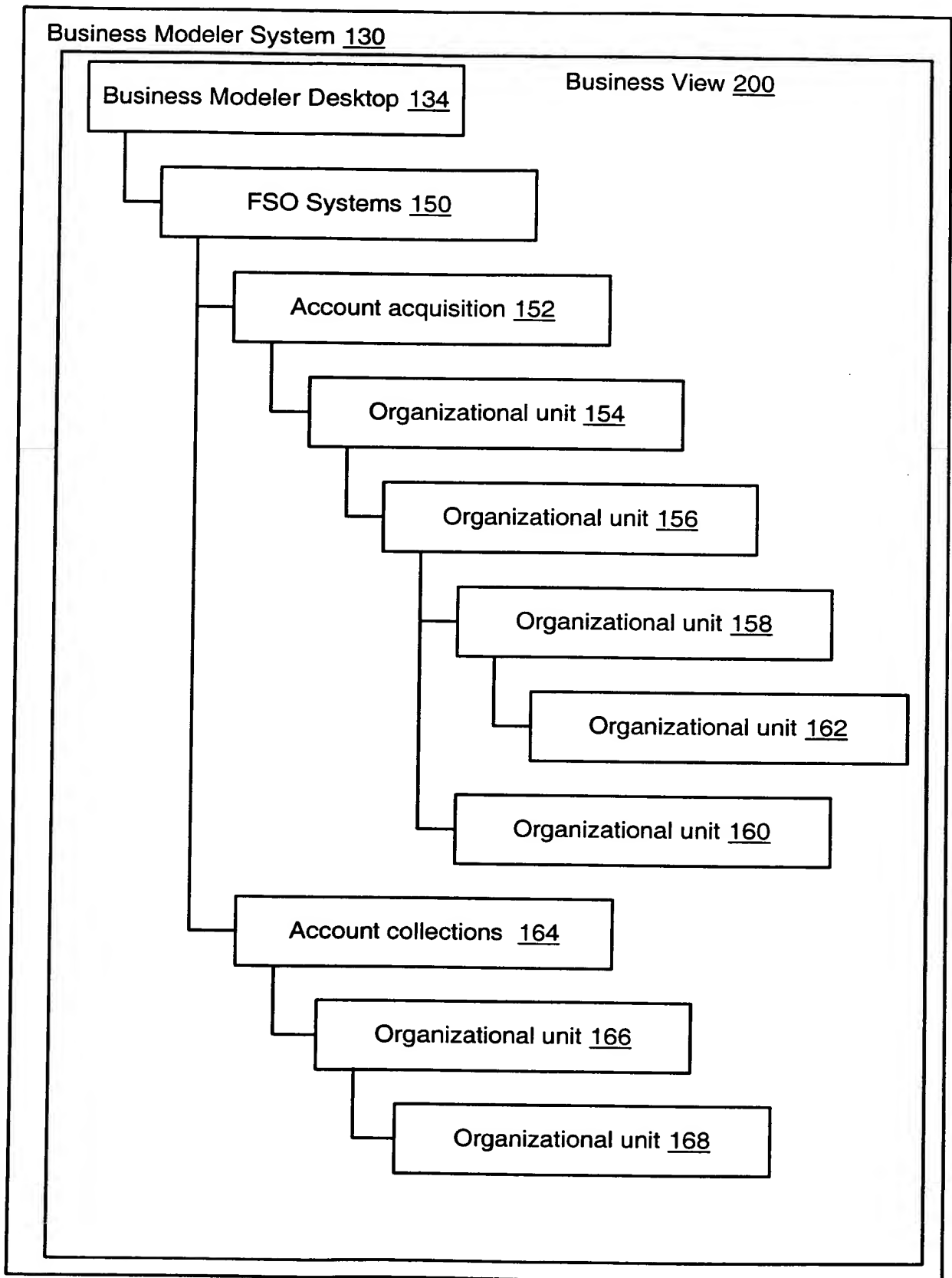


FIG. 6a

Business Modeler System 130

Business View 200

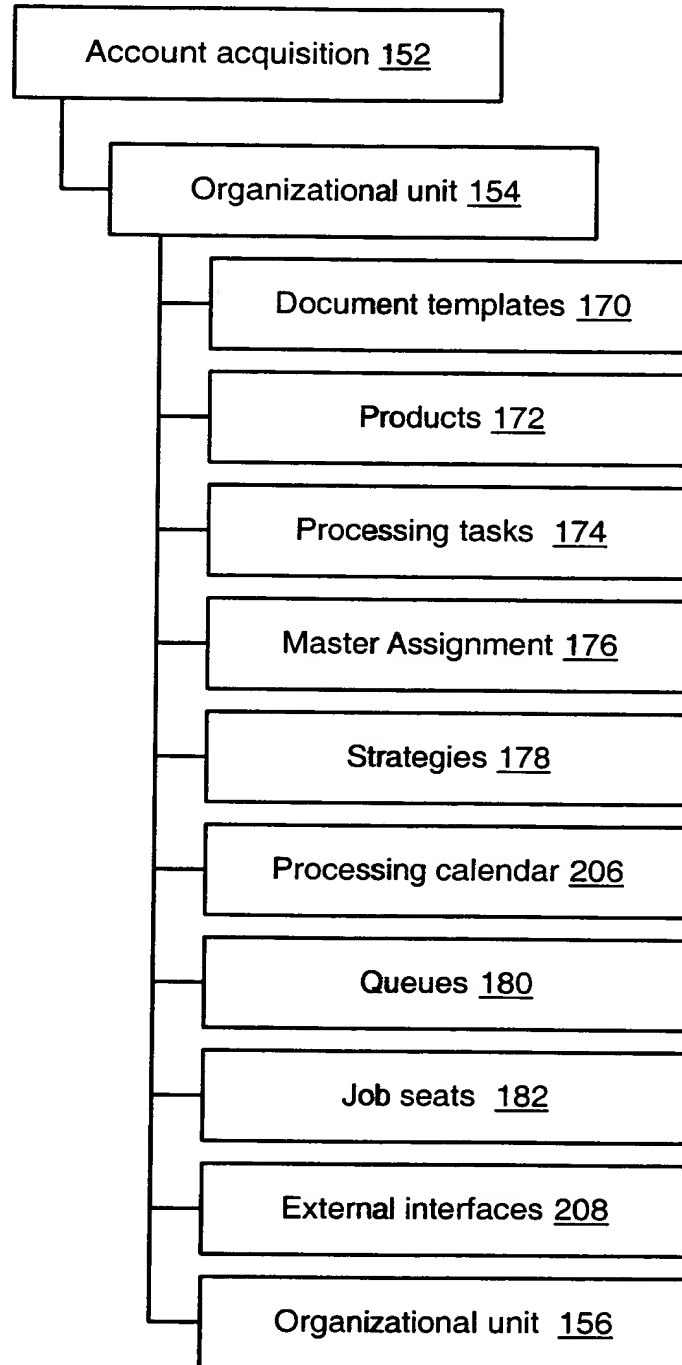


FIG. 6b

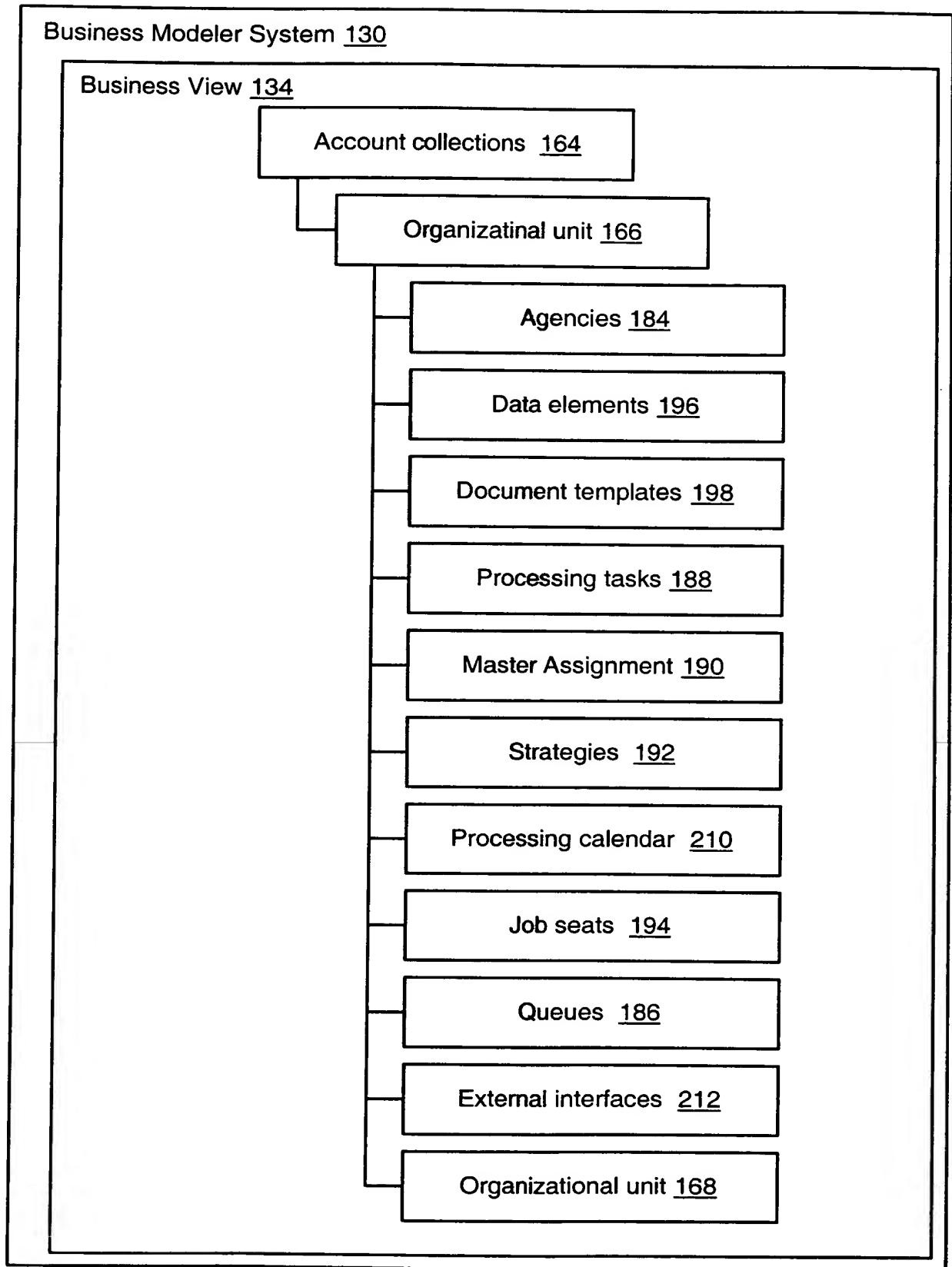


FIG. 6c

Business Modeler System 130

Document Template Design 230

Template 232

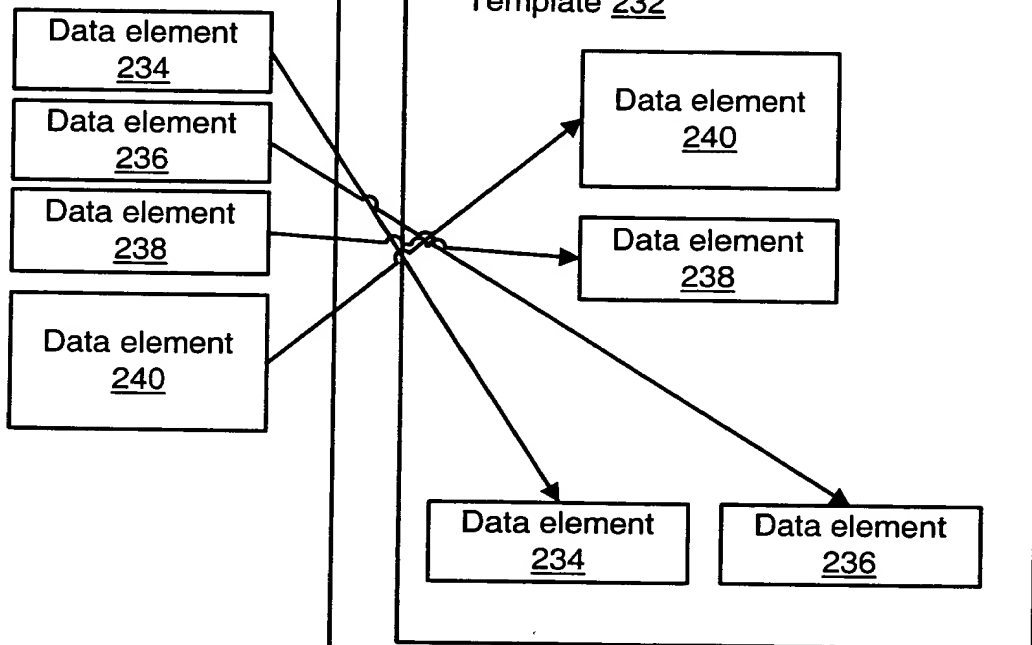


FIG. 7

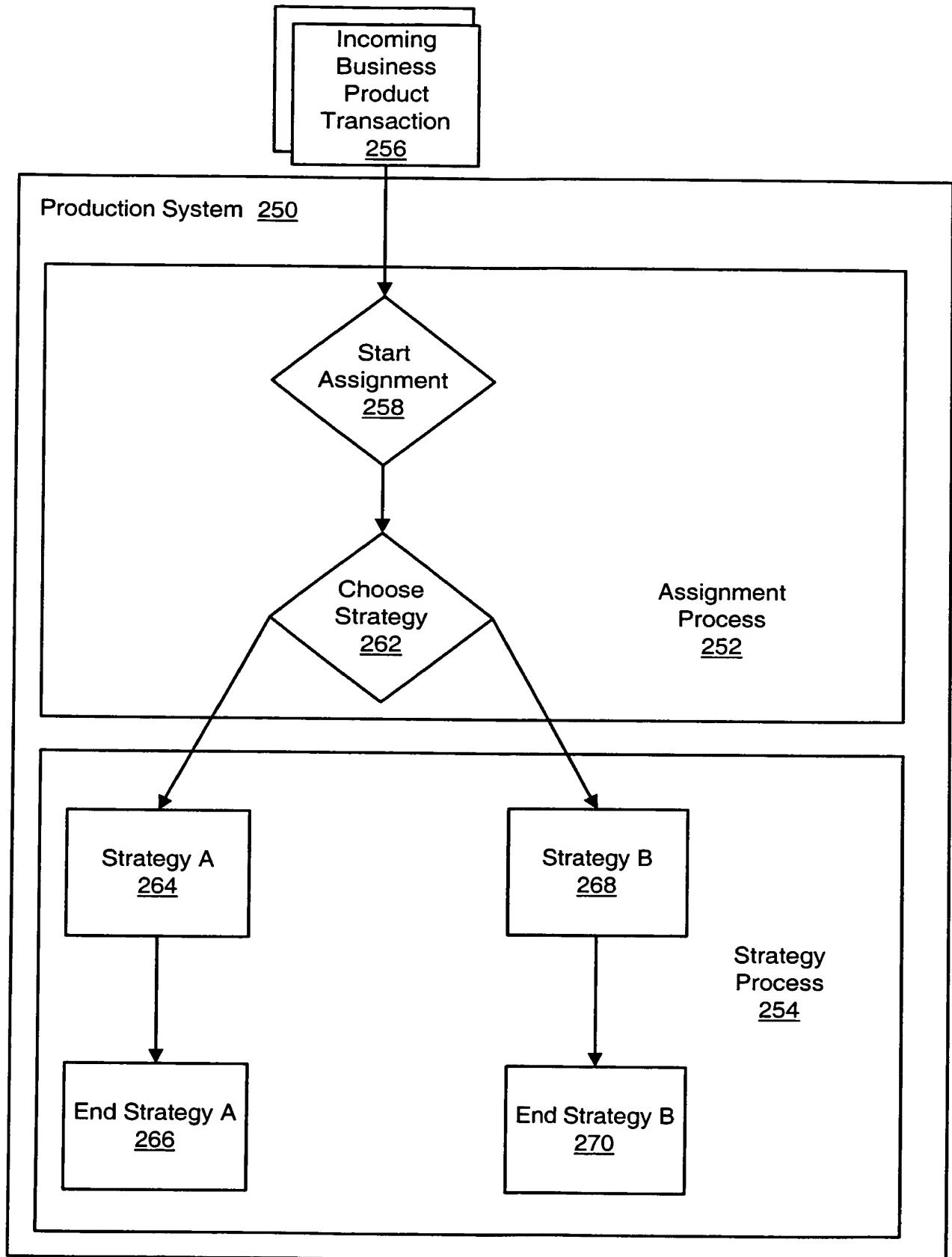


FIG. 8a



Business Modeler System 130

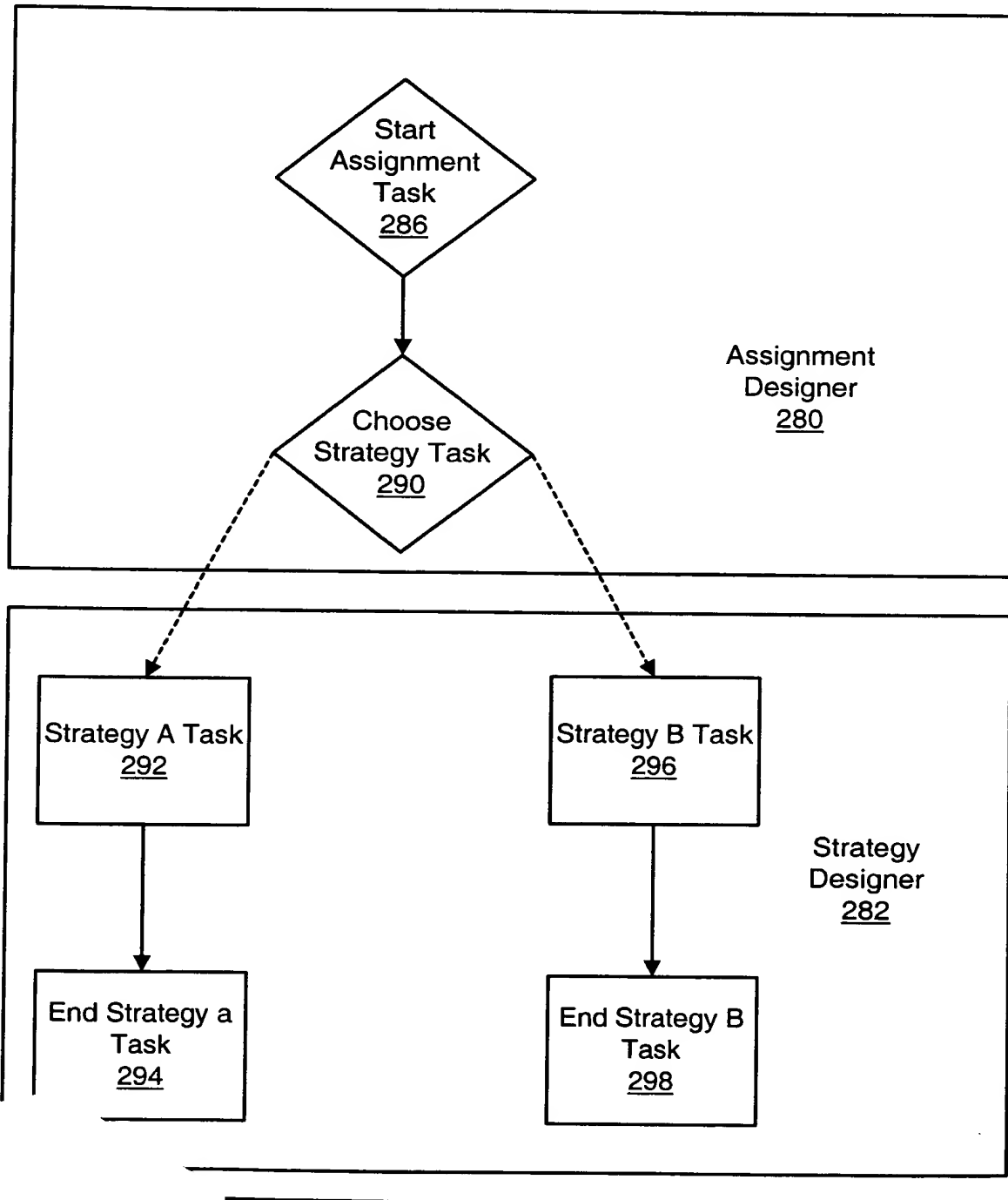


FIG. 8b

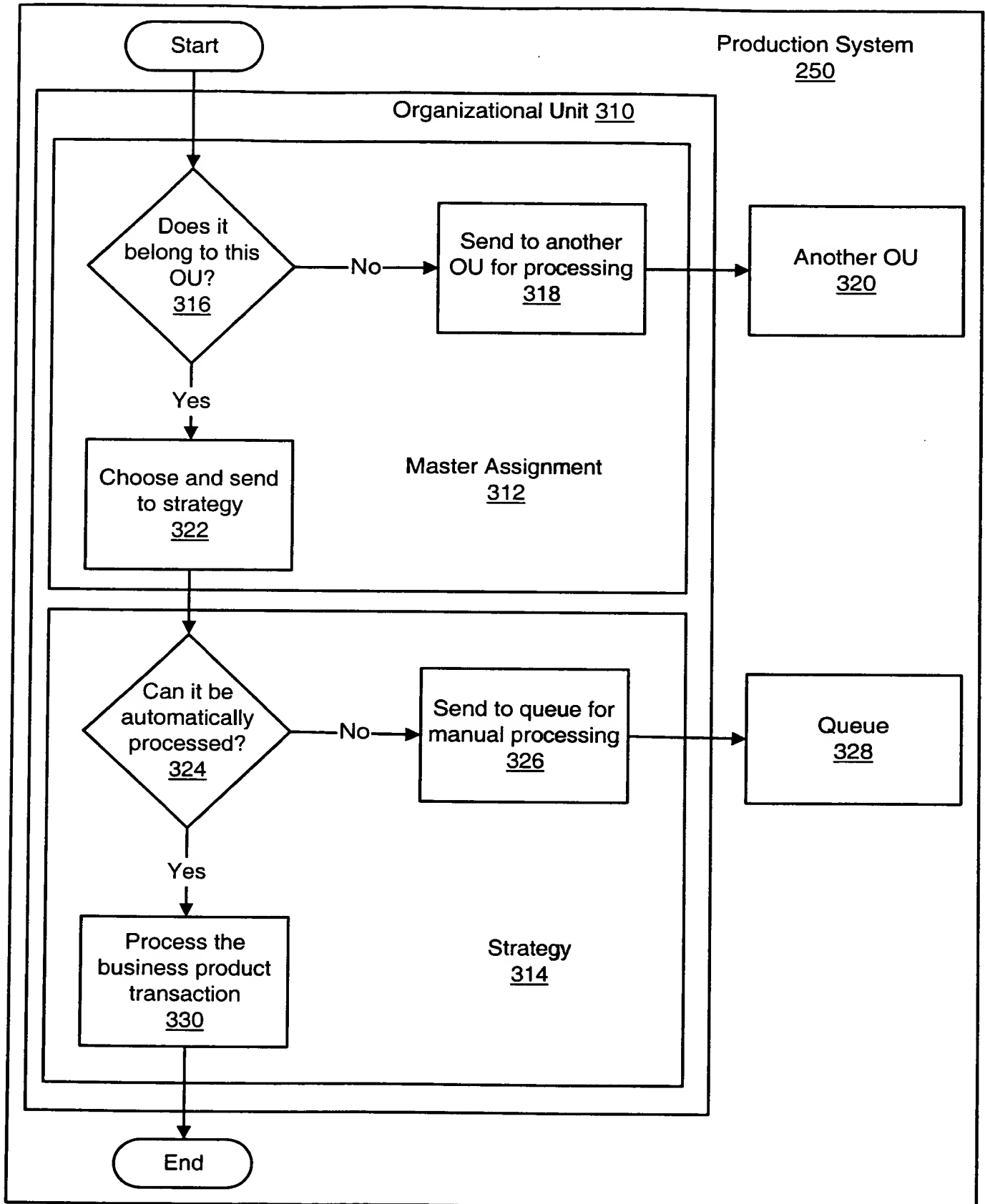


FIG. 9

Business Modeler System 130

Assignment Designer 280

Organizational Unit A Master Assignment 340

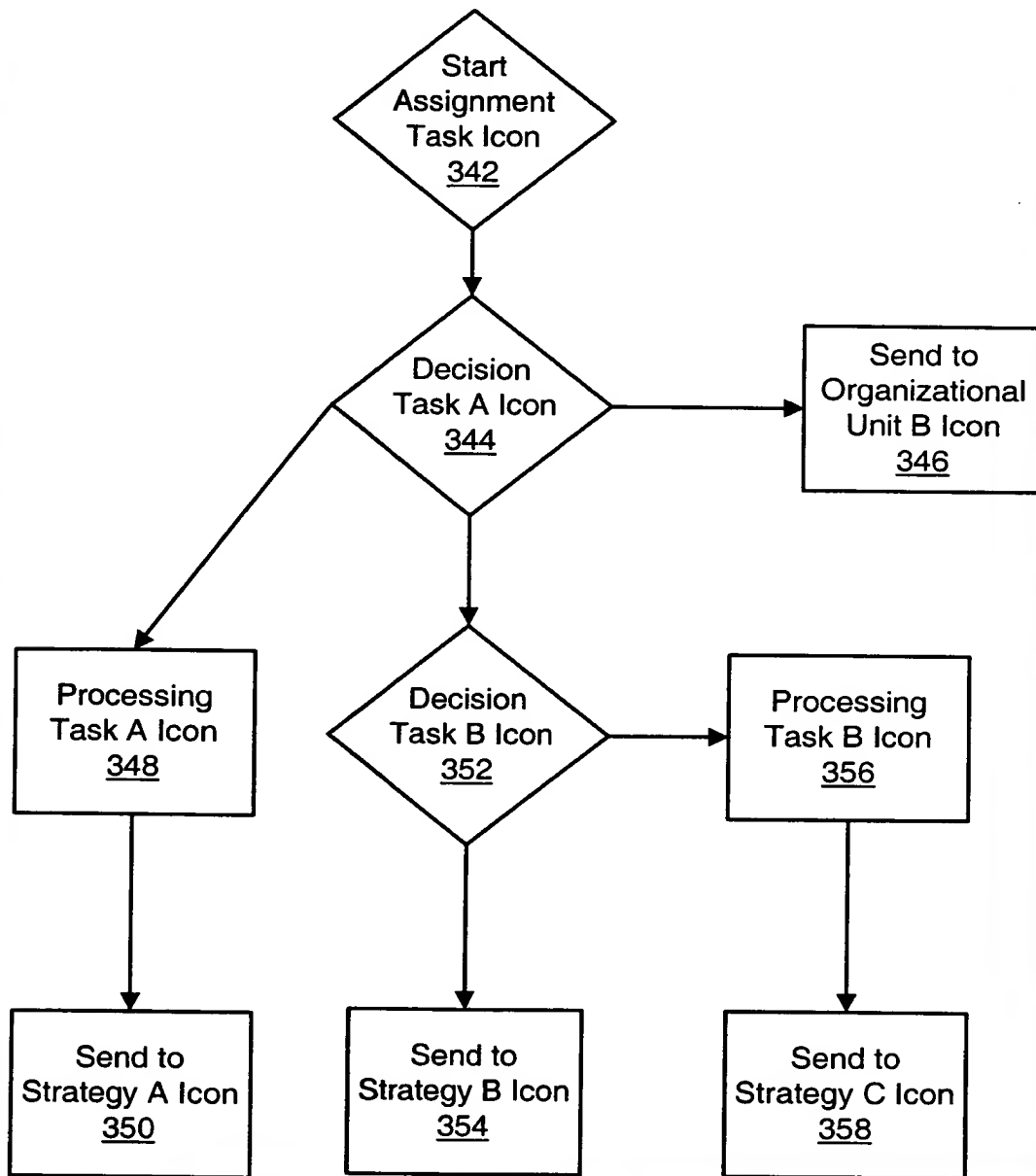


FIG. 10

Business Modeler System 130

Strategy Designer 282

Organizational Unit A Strategy A 360

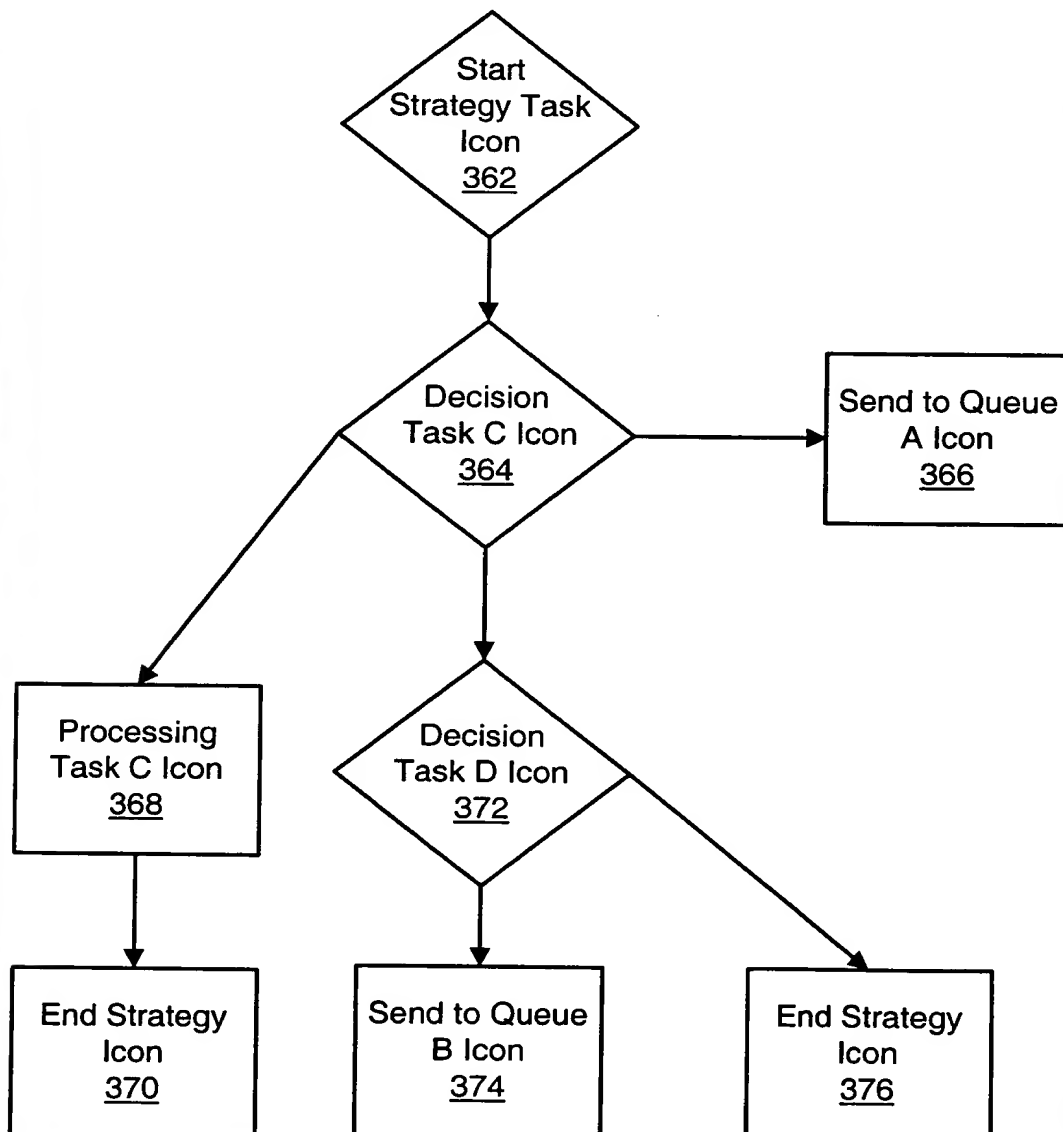


FIG. 11

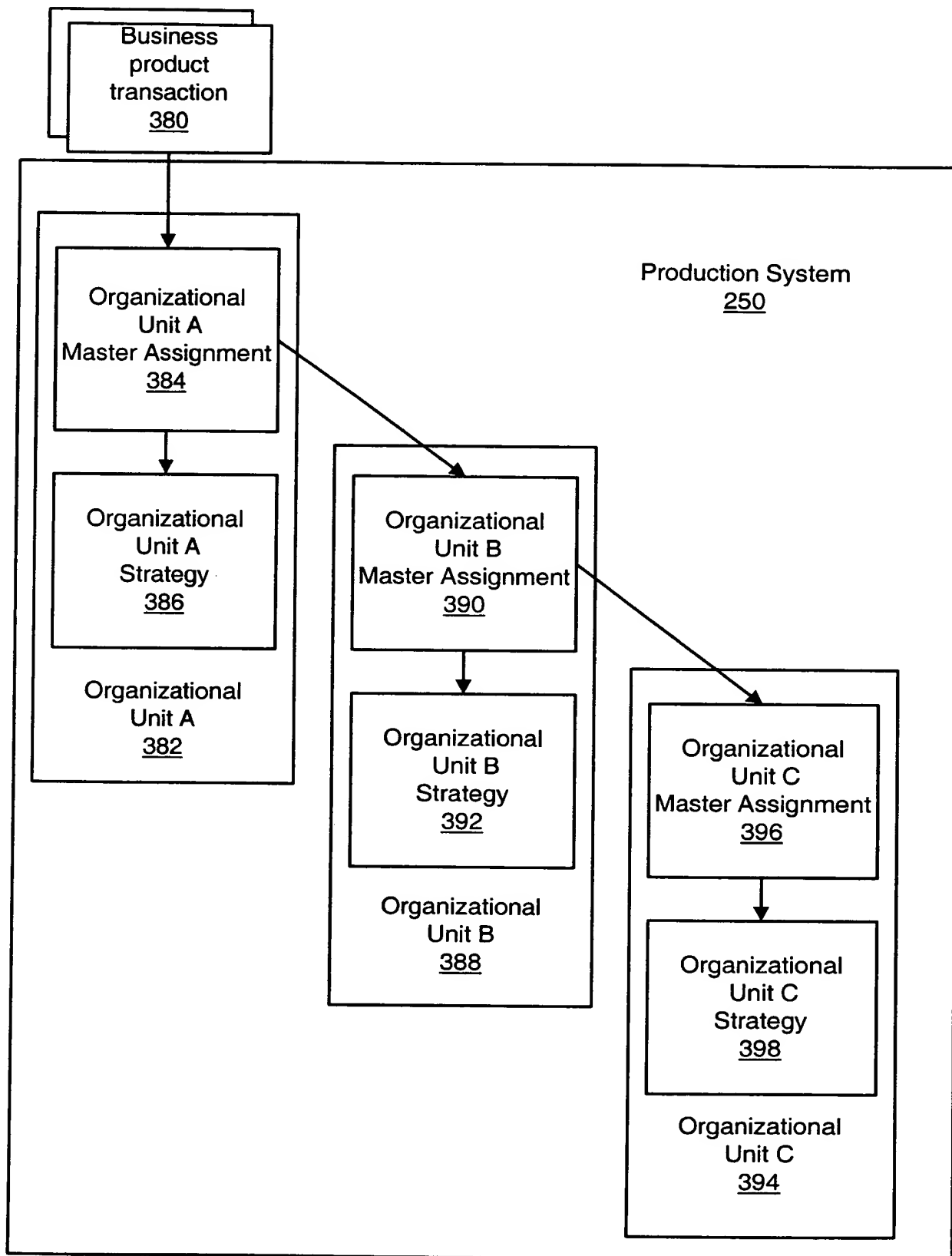


FIG. 12

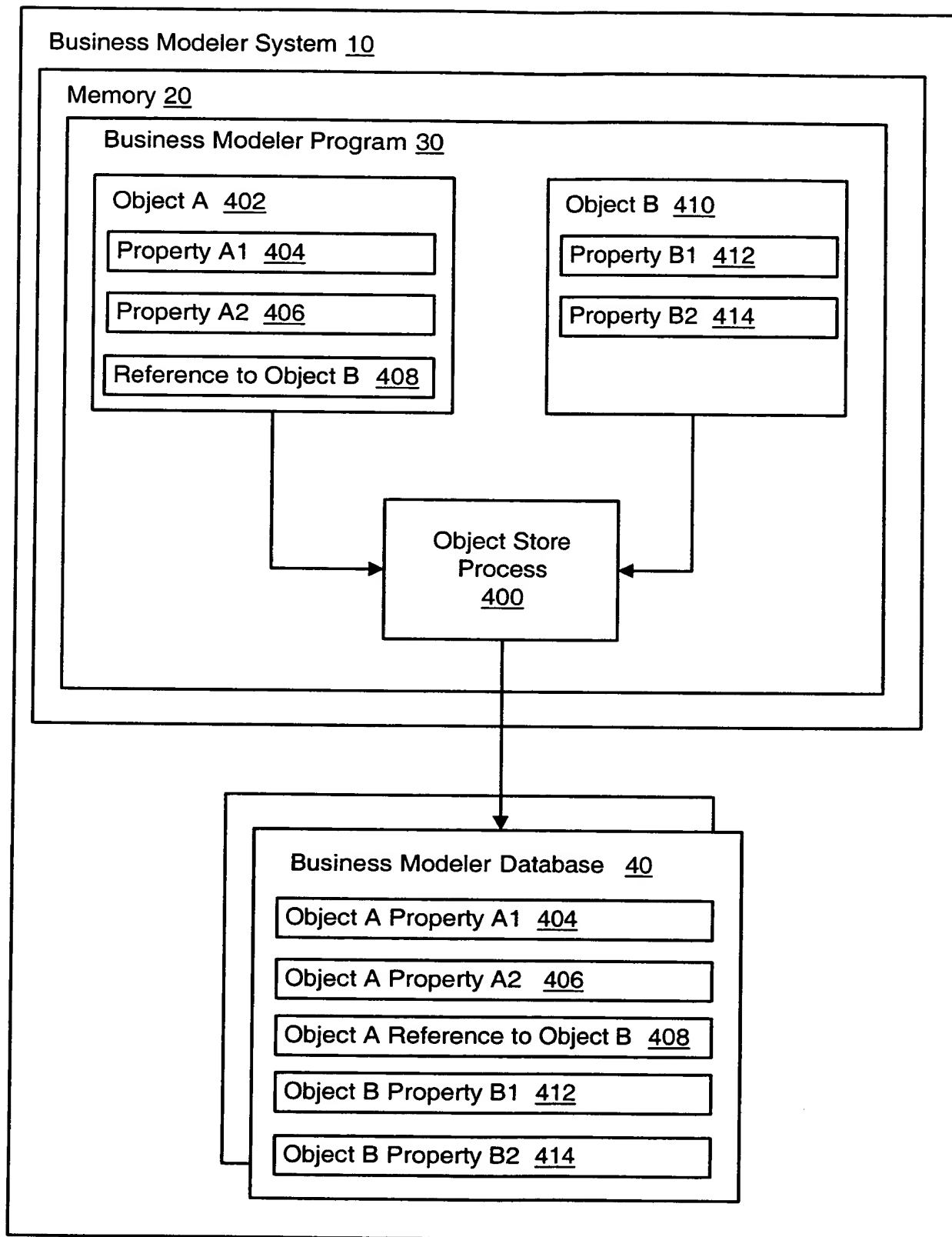


FIG. 13

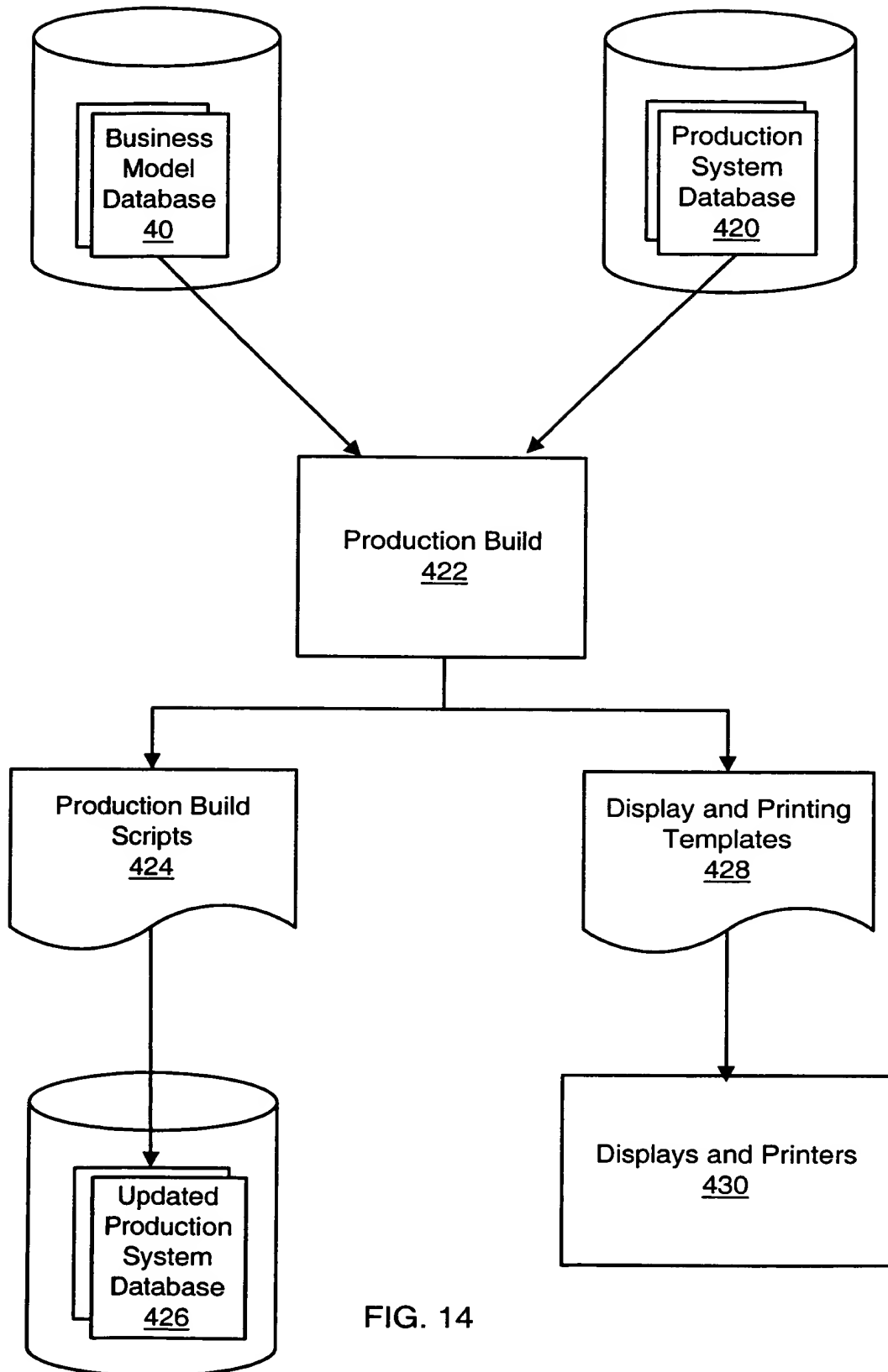


FIG. 14

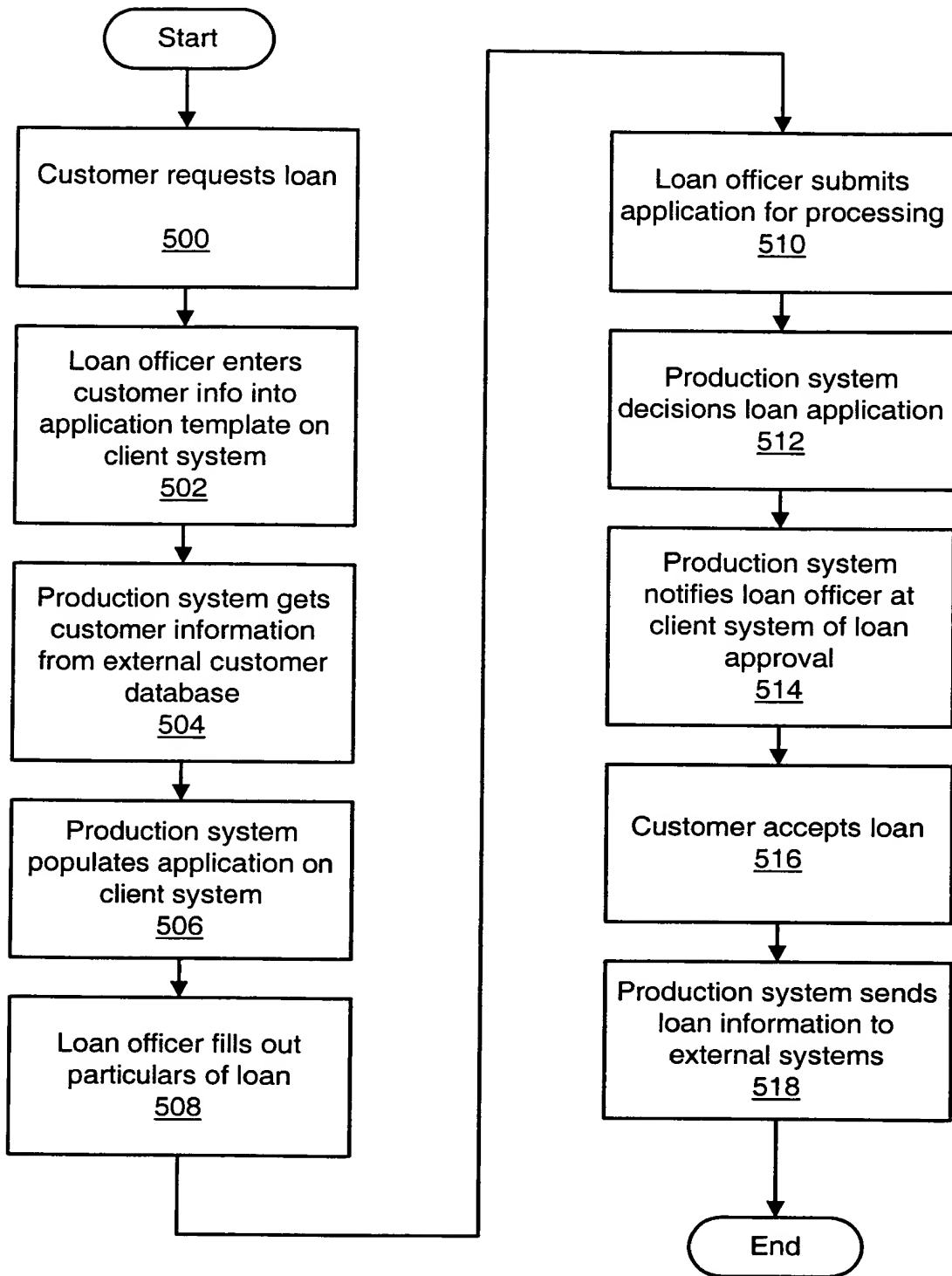


FIG. 15



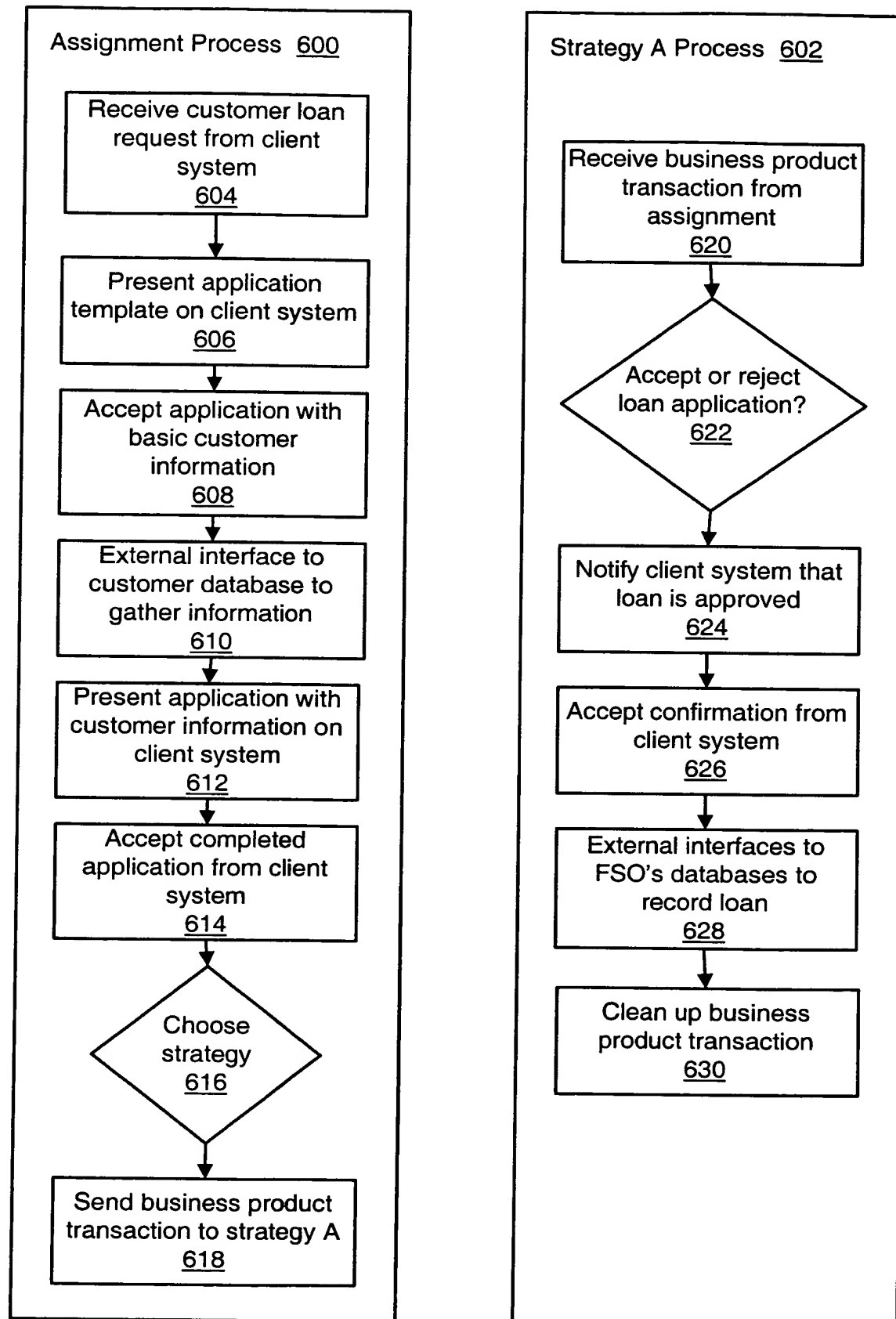


FIG. 16

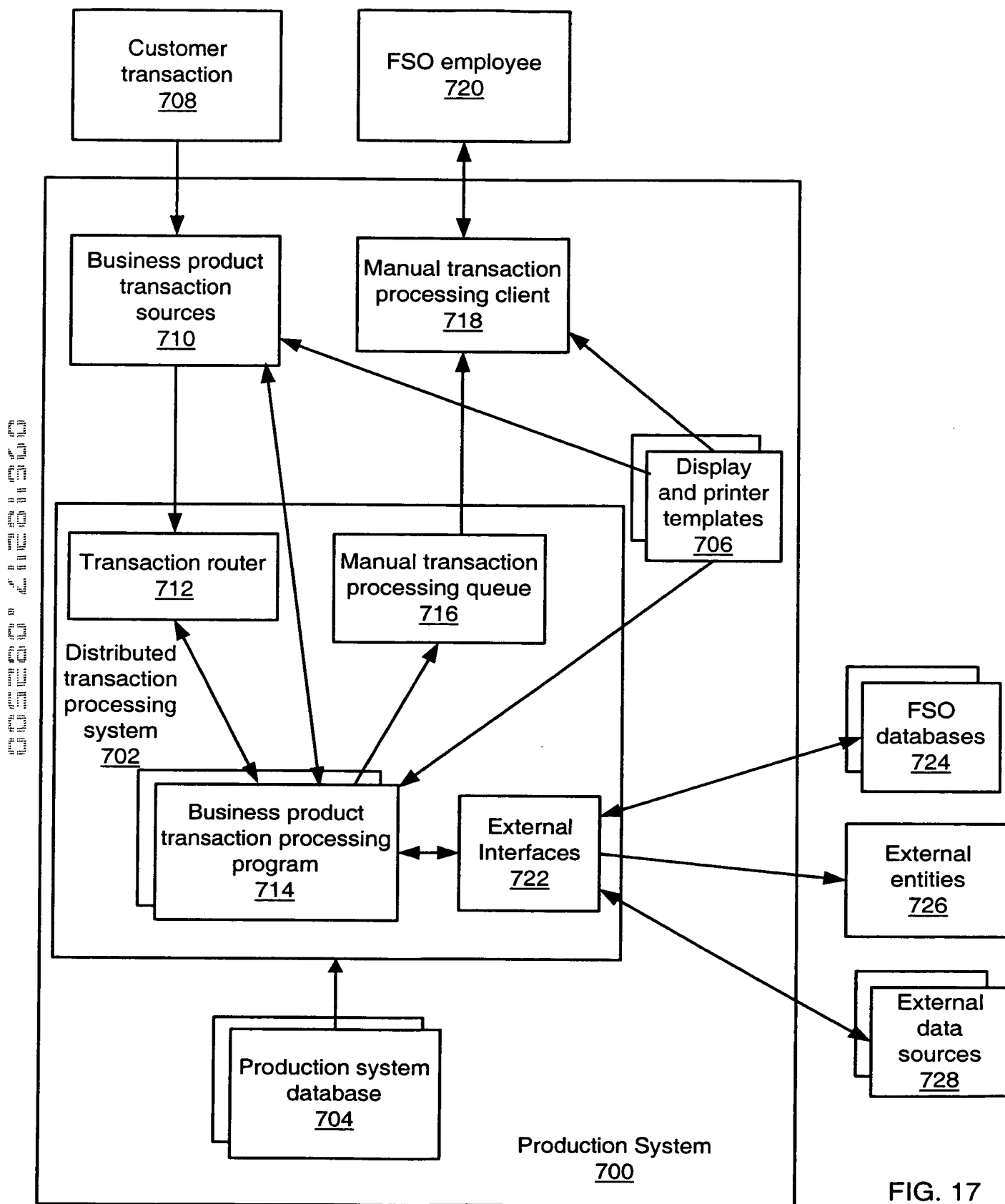


FIG. 17

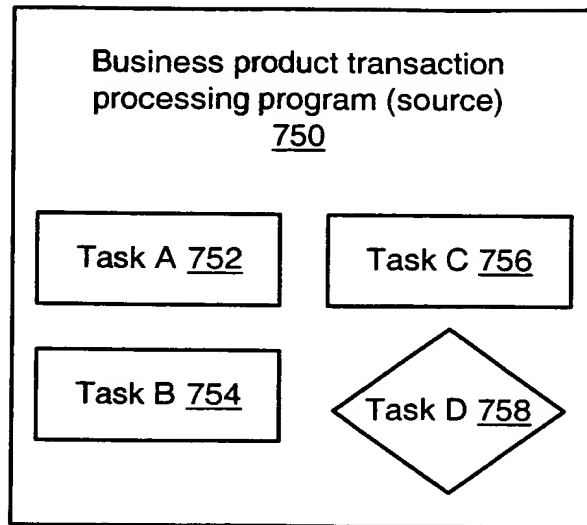


FIG. 18a

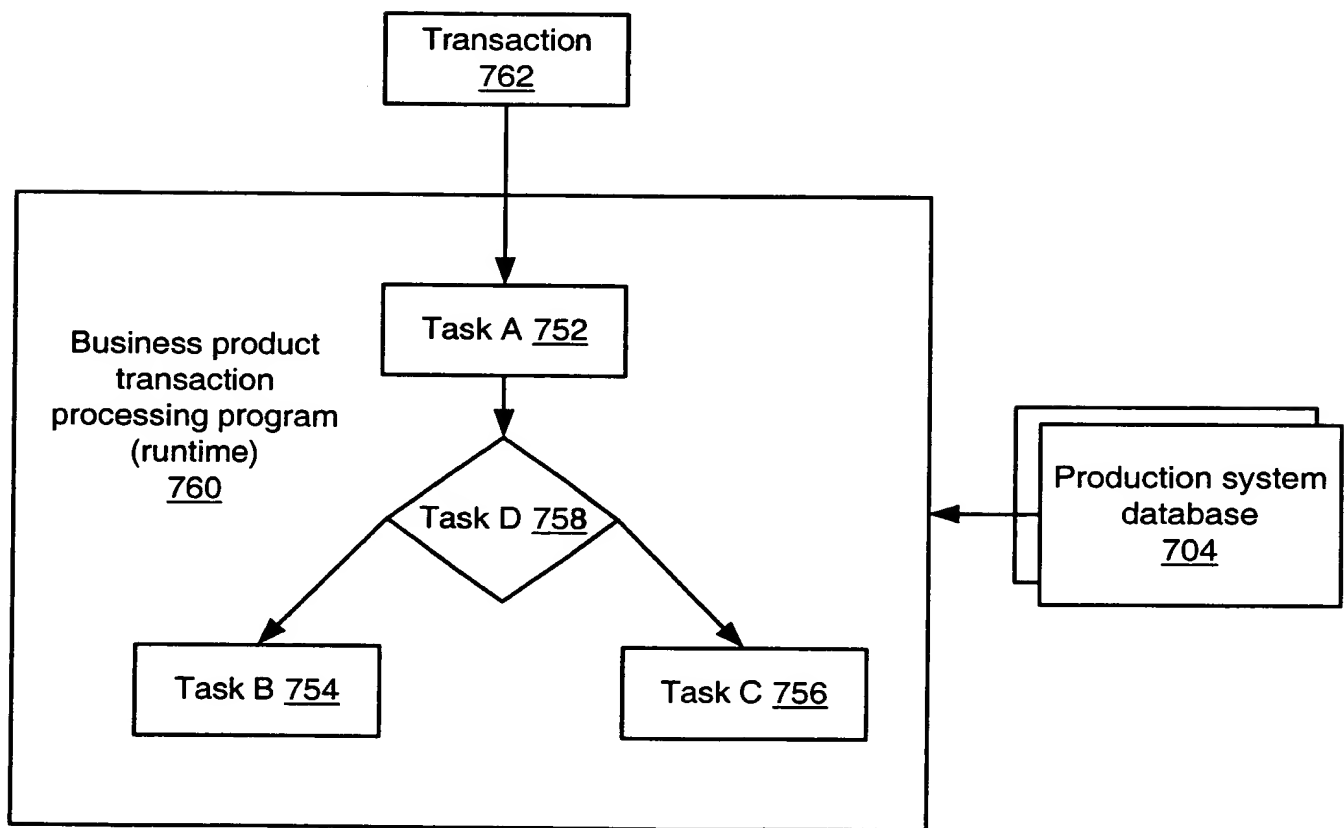


FIG. 18b

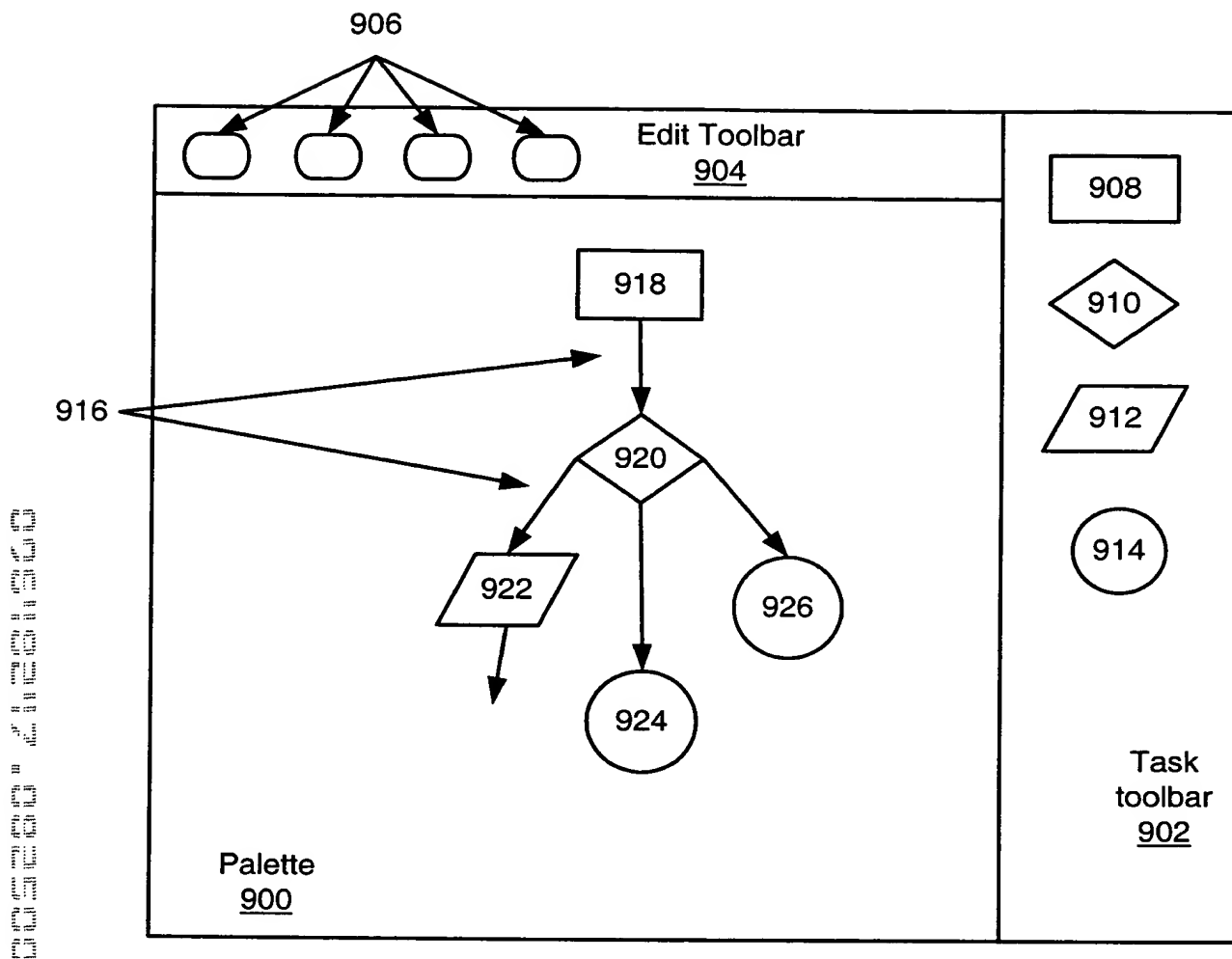


FIG. 19